

Diabetes and Endocrine Care of Virginia
9001 Digges Road, Suite 101
Manassas VA 20110
Dr. Alejandro Santos Leal M.D.

Policy for New and Established Patients

Cancellation/No Show Policy for Doctors Appointment:

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from utilizing that time. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

As a reminder :

- Patients that can't keep their appointment, we request to reschedule your appointment within 24 hours, by calling us or by visiting our patient portal during business days. Holidays will not be considered business days.
- All patients will be seen in the order they were scheduled.
- **If a patient is 10 minutes past their scheduled time**, we will have to reschedule the appointment for the next available. This is part of the No-Show policy.
- We will require that patients with balances of No-Show Policy pay their account balances to zero (\$0.00) prior to receiving further services by our practice.

Appointment No-Shows (Missed Appointments)

1. **The first No-Show** - Patients who cancel or reschedule less than 24 hours prior to the appointment without notice will be sent a letter recording the occurrence and notifying them of our cancellation policy.
2. **The second No-Show** - Will result in a letter and a **\$25.00** fee. We want to emphasize that the insurance will not pay the No-Shows or Late Cancellations. This is a full responsibility of the patient. This balance will be paid prior to requesting another appointment. Medicaid Subscribers are not subject to this charge, but it will be penalized for termination of services on the third No-Show. This will be solely based on the doctor's discretion.
3. **The third No-Show** - Will result in termination of physician-patient relationship, this will be determined by the doctor.
4. **New patients** Any patient who fails to show for their initial visit, will reschedule the appointment for the next available.

Please note, so that there is no misunderstanding:

- **If you consistently cancel within 24 hours or do not show up for your appointment, after the third time, you will only be able to make appointments on a day-of basis.**
- **We reserve the right to determine what constitutes an urgent sick visit.**